

STATE OF NORTH CAROLINA		Approved Classification: _____	
OFFICE OF STATE PERSONNEL		Effective Date: _____	
POSITION DESCRIPTION FORM (PD-102R-92)		Analyst: _____	
(This Space for Personnel Dept. Use Only)			
1. Present Classification Title of Position	7. Pres. 15 Digit Pos.No.	Prop. 15 Digit Pos.No.	
2. Usual Working Title of Position Compliance Program Rep.	8. Department, University, Commission, or Agency Department of Health and Human Services		
3. Requested Classification of Position	9. Institution & Division Division of Social Services		
4. Name of Immediate Supervisor	10. Section and Unit Local Support/Program Compliance		
5. Supervisor's Position Title & Position No.	11. Street Address, City and County		
6. Name of Employee	12. Location of Workplace, Bldg. and Room No.		

I. A. Primary Purpose of Organizational Unit:

Under G.S. 108A, Article 3, The Department of Health and Human Services is designated as the single state agency responsible for administering or supervising the administration of programs of social services under the Social Security Act, other Federal laws or regulations, State Appropriations and other non-federal sources. Direct operation of the majority of program components are carried out by the local social services agency and the Department exercises supervision of these operations. The Department of Health and Human Services has delegated to the Division of Social Services the responsibility for this supervision of county administration of programs. In addition, due to changes in OMB Circular A-133, the Department of Health and Human Services is required to monitor various sub-recipients of federal funds. All of the local departments of social services, as well as many contractors, meet the definition of sub-recipients for this purpose. This monitoring function is in addition to the single county audit.

B. Primary Purpose of Position

◆ The primary purpose of this position is to carry line responsibility for ensuring that the county programs are developed and operated in accordance with Federal and State laws, rules adopted by the Social Services Commission, and policies written by the Division of Social Services. The employee in this position will be responsible for monitoring, oversight and intervention in program management and operation in a county DSS.

The employee will serve as a member of the monitoring team. Both case level decision-making and workflow will be the responsibility of the members of the monitoring team. Members of this team will enter a county dss to complete monitoring of agency programs. A lead monitor who will lead the entrance conference in the county and assure that the monitoring is implemented will accompany them.

The monitoring team will assess and analyze the programmatic/budget performance at the county level. This team member will look at all aspects of the programs in the agency, from initial contact to case closure. This detailed analysis may include record reviews, assessments of management tools and use of data and assessment of applicable organizational issues. Services will be tracked from records to daysheets to funding streams.

Findings may result in corrective actions and /or paybacks.

C. Work Schedule:

Normal work hours are from 8:00 a.m. –5:00 p.m. However, this position may require after hour activities . This job requires a great deal of travel and the flexibility to meet the schedule of county agencies.

D. Change in Responsibilities or Organizational Relationship:

Staff in these positions will be headquartered around the state. They will be supervised by a Program Supervisor headquartered in Raleigh and coordinated by team leaders located in the field.

II. A. **DESCRIPTION OF RESPONSIBILITIES AND DUTIES:**

Order of Importance:   X  

Sequential Order:           

**Place an asterisk\* next to each essential function. Please note percentage of time for each function.**

\*20% a) County monitoring to include assessment, evaluation and coordination – work in tandem with at least one other team member to assess progress being made in the decision-making and workflow analyses. Coordinate the process of information gathering and evaluate the sufficiency of information. Assist counties with the development of management tools, record keeping tools and intra and inter agency communication tools. Assist counties with the development of protocols that may be indicated.

\*20 % b) Analyze case decision making- assess patterns of decision making and identifying the process that a county uses to make case decisions, and the accuracy and quality case decisions.

\*20% c) Analyze work flow- assess organizational structure. Observe the actual implementation of protocols. Identify the management tools in use and those that are needed by the agency.

\*5% d) on site consultation – Provide consultation on individual cases especially those that have similarity to the kinds of cases and issues being evaluated by the team.

\*5% e) Interpret Federal and State laws and policy – provide guidance and interpretation of laws and policies pertaining to the delivery of services.

\*20% f) Feedback – provide feedback to counties, orally and in writing, about the findings of the team. Prepare reports, other documents and written analysis. Provide feedback to the appropriate Division staff.

\*5% g) Entry and exit conferences held with the Director and his designated staff.

\*5% h) County Support- other duties as assigned. I.e. disaster relief.

II. B. **OTHER POSITION CHARACTERISTICS:**

1. Accuracy Required in Work:

Accuracy is required in planning, monitoring and evaluation, federal and state regulations, policies for all guidance given to local DSS . This employee must have a sound practice knowledge base, must be able and willing to research an issue, be able to use expert consultation, as well as proved same, must keep abreast of new developments.

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2. Consequence of Error:

Service delivery can be impacted if county compliance issues are not corrected. Funding errors may result in paybacks and/or reduction in service availability. Chargebacks will accrue to both the state and the county if policy is not

correctly implemented. The position's advice to counties can have negative consequences if it is incorrect, so it is critical that the person be knowledgeable about the programs and have an understanding of where to get information that may be needed quickly.

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3. Instructions Provided to Employee:

Instructions are provided through group meetings to learn of upcoming changes in programs, policies, and laws. Memorandums, manuals, and other reference materials are available to the monitoring team. Information is also transferred electronically through the use of the Internet, e-mail, etc.

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4. Guides, Regulations, Policies and References Used by Employee:

The manuals include Work First, Medicaid, Food Stamps, Day Care, Services Manuals (Volumes I, V, VI, VII), Fiscal, SIS, EIS, General Statutes, Record Retention Schedule, Child Support, Dear County Director Letters, Administrative Letters, Personnel, DHHS and Division Directives, etc. This list is not complete, but addresses the most common.

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5. Supervision Received by Employee:

This position functions independently, yet in concert with other team members and supervisor, Work after the fact, through activity reports, conferences, and group meetings to determine success in meeting established goals and objectives and for compliance with local policies and procedures.

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6. Variety and Purpose of Personal Contacts:

This position has numerous relationships with a broad spectrum of groups and individuals: team members, other staff throughout our division, management and staff from other divisions in order to assess, plan, and problem solve, etc. There are contacts at the local level that include County Directors and their staff, DSS Boards, County Commissioners, County Managers and citizens. The nature of the contacts relates to management consultation, planning, finance, personnel or county compliance issues. There are regular meetings with Division section chiefs and program staff for ongoing assessment of county performance, needs for targeted assistance, as well as regular on-site contacts with county directors for management consultation, evaluation and planning.

7. Physical Effort:

Physical effort relates to driving, carrying supplies and equipment (up to 25 lbs.). There is some walking from the car to the building and around the building(s).

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8. Work Environment and Conditions:

There will be occasions when the employee will be in Raleigh for scheduled team meetings or supervisory conferences or training. This employee will be deployed to different county agencies where they will remain on-site until the specified intervention is completed.

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9. Machines, Tools, Instruments, Equipment and Materials Used:

Computer and software, telephone, cell phone, calculator, fax, printer, copier, manuals, reports, flip chart, overhead, VCR, TV, and vehicle are the more critical items.

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10. Visual Attention, Mental Concentration and Manipulative Skills:

Visual attention and concentration are key attributes for daily responsibilities in working with professionals and county government officials. No unusual manipulative skills are required of this position. The ability to drive a motor vehicle is a necessity. Use of a computer and other office equipment is imperative.

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11. Safety for Others:

This employee is expected to adhere to the Department of health and Human Services, Division of Social Services Safety Plan.

12. Dynamics of Work:

. This employee is affected by changes in Federal and State law and State policy and standards. Such changes require that this employee remain informed and incorporate the changes in the analyses for which he is responsible. Employee is expected to adjust to the changes in technology and program information.

III. KNOWLEDGES, SKILLS & ABILITIES AND TRAINING & EXPERIENCE REQUIREMENTS:

A. Knowledges, Skills and Abilities:

This employee must know and be able to interpret Federal law and regulations and state law, policies and procedures. This employee must have an understanding of the local service delivery system of the county DSS system. Skills necessary in these areas include verbal and written communication, assessment, analysis, and evaluation skills.

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B. 1. Required Minimum Training:

Minimum education qualifications for a person in this position are a Master's Degree in social work or in the field of human services, or Master's Degree in Public Administration, or a bachelor's degree in social work or a bachelor's degree in the field of human services with two years supervisory experience.

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2. Additional Training/Experience:

Two years supervisory experience in a social services setting or the human services field.

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3. Equivalent Training and Experience:

Graduation from a four- year college or university, nine months of graduate training in social work, one year of supervisory or consultative capacity; or graduation from a four year college or university and five years of successful work experience in a public agency including one year in a consultative or supervisory capacity.

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C. License or Certification Required by Statute or Regulation:

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IV. CERTIFICATION: I certify that (a) I am the Immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature

Title:

Date:

Employee's Certification: I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

Signature

Title:

Date:

Section or Division Manager's Certification: I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

Department Head of Authorized Representative's Certification: I certify that this is an authorized, official position description of the subject position.

Signature \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_